SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
March 29, 2000

Meeting Agenda

- **Review meeting agenda & action items (Griffin)**

The status of all action items was given. FTP instructions will be forwarded to all users by COB Friday, March 31, 2000. A schedule for all other Production action items will be provided once the CIO releases DOE electronic media policies. The agenda was then reviewed.

- **Present and discuss the Business Model: To determine if the business activities identified by the Business Model represent all that SC HQ does. (Griffin)**

An overview of the information architecture was given to identify the need for a Business Model. The plan to update the Business Model through one-on-one and group interviews was then reviewed. Next, the entire Business Model was presented and discussed, during which the Group provided feedback on the completeness of the business activities.   The IM Team captured this input and will include it in the update. The Group agreed to provide any additional feedback directly to Ted Griffin and that a presentation on how to use the web-based version of the Business Model tool is not needed at this time.

Meeting Attendees

Name		Organization	Contact Information
Greg	**Dilworth – Alt Chair**	**SC-17**	**3-2873**
Ted	**Griffin – Exec. Sec**	**SC-621**	**3-4602**
Peggy	Burris	SC-4	6-7265 (Conference Call Attendance)
Steve	Buswell	SC-7	6-9741
Dean	Oyler	SC-22	3-6394
Jane	Hiegel	SC-30	3-5800
Marvin	Stodolsky	SC-72	3-4475
Emily	Knouse	SC-622	3-1577
Shahida	Afzal	ESMT	3-4941
Mike	Gercken	SC-621	3-5253
Robbie	Green	SC-621	3-6578
Michael	Lynott	SC-621	3-6409
Anne	Priebe	SC-621	3-2449
David	Wigtil	SC-621	3-5730
Dick	Yockman	SC-621	3-3394

Action Items

- Provide the electronic version of the Business Model description document to the CIAG. (Griffin)
- Provide instructions for adding links to files instead of attachments to email messages. (Green)
- Provide a schedule for completing the following action items: (Green)
    - Send a note out from the Support Center that identifies the implications of Records Management on e-mail and that informs users on the use, backup, and availability of the C, N, Q, and P drives.
    - Add a CIAG folder in the Exchange server for public sharing.
    - Have the Support Center become the main focal point for all training requirements and update the training credit system to include Support Center sponsored training (IMSC, Outlook, etc.).

Proposed 04/05/00 Meeting Agenda

- Review action items and agenda (Griffin)
- Present system retirement/replacement plan for FY2000: To obtain feedback on the priorities planned. (Hughes)

Proposed 04/12/00 Meeting Agenda

- Brief firewall implementation (Green)
- Present customer satisfaction strawman (Griffin)

Proposed Future Agenda Items

- Discuss how training is offered (Green)
- Revisit Support Center (Green)
- Present Office 2000 rollout plan (Green)
- Present Applix notification options (Green)
- Present auto-archiving implementation plan (Green)
- Present Standard Desktop rollout plan (Green)
- Present IMSC integrated schedule (Hughes)
- Present SC INTRANET project (Hughes)